



## Public Utility Commission of Texas

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### **PUC Imposes \$35K in Penalties and Refunds for 7,610 Customers**

*Agency imposed nearly \$3 million in administrative penalties in FY19*

AUSTIN – The Public Utility Commission of Texas approved a settlement agreement, ordering the payment of \$35,000 in administrative penalties and ordering refunds to 7,610 customers. The Commission also revoked a certificate of convenience and necessity for a water utility.

The Commission approved a settlement against a retail electric provider, concerning over-billing of customers. The REP agreed to pay an administrative penalty of \$35,000 and issue refund checks to 7,610 former customers (Docket [49930](#)). The REP had already provided refunds of an aggregated total of \$10,423.25 to 37,122 current customers of the REP.

The Commission also revoked a water CCN held by a now-defunct entity that is no longer serving customers. (Docket [48461](#)).

Finally, the Oversight and Enforcement Division and the Customer Protection Division presented a Summary of Customer Complaints and Enforcement Actions for FY2019 (Docket [50019](#)), reflecting that the Commission assessed \$2,959,905.75 in administrative penalties and ordered \$89,884.56 in refunds to customers through Enforcement Actions in FY2019.

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#### **About the Public Utility Commission**

Our mission is to serve Texas by regulating the state's electric, telecommunication, and water and sewer utilities, implementing respective legislation, and offering customer assistance in resolving consumer complaints. Since its founding in 1975, the Commission has a long and proud history of service to Texas, protecting customers, fostering competition, and promoting high quality infrastructure. To learn more, please visit <http://www.puc.texas.gov>.